

## Claims:

1. A method for facilitating communication with a user, the method comprising the  
5 steps of:
  - receiving contact information for said user, from a presence service;
  - checking to determine if a particular communication service is supported by said  
user;
  - checking to determine if the contact address of the user is accessible;
  - 10 launching at least one of an appropriate helper application and objects; and
  - initiating communication with the user through the particular communication  
service.
2. A method as claimed in claim 1, wherein said step of checking to determine if a  
15 particular communication service is supported comprises checking a service look-up table.
3. A method as claimed in claim 2, wherein said step of checking said service look-  
up table includes determining if domain information in the service url of the user is  
accessible.  
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4. A method as claimed in any one of claims 1 to 3, wherein said step of checking to  
determine if the contact address of the user is accessible is based on the address-family of  
the user.
- 25 5. A method as claimed in any one of claims 1 to 4 further comprising the step of  
receiving availability information of the user from a presence service, prior to the step of  
receiving contact information.
6. A method as claimed in any one of claims 1 to 5 further comprising the step of  
30 projecting availability information to the presence service, prior to the step of receiving  
availability information of the user.
7. A method for facilitating communication with a presentity, comprising the steps  
of:

projecting a subscription request to a presence service for determining the availability of the presentity;

receiving a notification message from the presence service including role and key tags for identifying a role that the presentity is in and for identifying the availability of the presentity for the subscription request;

checking to determine if a particular communication service is supported by the presentity;

checking network accessibility of the presentity;

launching at least one of an appropriate helper application and objects; and

initiating communication with the presentity through the particular communication service.

8. A method as claimed in claim 7, wherein said step of checking to determine if a particular communication service is supported comprises checking a service look-up table.

9. A method as claimed in claim 8, wherein said step of checking said service look-up table includes determining if domain information of the presentity is accessible.

10. A method as claimed in any one of claims 7 to 9, wherein the step of checking to determine if the contact address of the presentity is accessible is based on the address-family of the user.

11. A method as claimed in any one of claims 7 to 10 further comprising the step of projecting availability information to the presence service, prior to the step of projecting a subscription request.

12. A system for facilitating communication with a presentity, comprising:  
 a presentity presence client;  
 a watcher presence client for projecting a subscription request;  
 a presence server connected to the presentity presence client and the watcher presence client, said presence server for receiving the subscription request and for replying to said watcher presence client to identify the availability of the presentity for the subscription request; and

a communication service separate from said presence server and connected to said watcher presence client and said presentity presence client,

wherein said watcher presence client is operable to launch at least one of an appropriate helper application and objects and to initiate communication with the presentity through the particular communication service.

13. A system for initiating communication as claimed in claim 12 wherein said presentity comprises a presentity resource.

10 14. A system for initiating communication as claimed in claim 12 or claim 13, wherein said presence server comprises a directory service for storing a data record in association with a plurality of users.

15 15. A system for initiating communication as claimed in claim 14, wherein said presence server further comprises a user agent for maintaining information about the availability of the presentity and the means by which the presentity is available.

19. A system as claimed in claim 12 and substantially as hereinbefore described with reference to or as illustrated in the accompanying Figures 1 to 4 inclusive.

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20. A method as claimed in claim 1 and substantially as hereinbefore described with reference to or as illustrated in the accompanying Figures 1 to 4 inclusive.

21. A method as claimed in claim 7 and substantially as hereinbefore described with reference to or as illustrated in the accompanying Figures 1 to 4 inclusive.

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